

# IMPORTANT NOTICE

## REGARDING NON-EMERGENCY MEDICAL TRANSPORTATION

Beginning November 1, 2013, Federated Transportation Services of the Bluegrass (FTSB) will provide brokerage services for all non-emergency medical transportation for Medicaid transportation eligible recipients living in Bourbon, Clark, Estill, Harrison, Madison, Montgomery, Nicholas, and Powell Counties. Persons who are eligible for transportation services and the trips that are covered by the non-emergency medical transportation program are not changing.

PLEASE NOTE: Federated Transportation Services of the Bluegrass (FTSB) DOES NOT PROVIDE EMERGENCY MEDICAL OR STRETCHER TRANSPORTATION. If you need emergency medical transportation, please call 911. If you need to travel on a stretcher to a non-emergency medical appointment, please call your local ambulance provider.

If you use non-emergency medical transportation on a regularly scheduled basis, you may call Federated Transportation Services of the Bluegrass (FTSB) BEGINNING October 1, 2013 to schedule for trips beginning on or after November 1, 2013.

## HOW TO SCHEDULE NON-EMERGENCY MEDICAL TRANSPORTATION

- Call Federated Transportation Services of the Bluegrass (FTSB) at 1-888-848-0989 immediately after scheduling your medical appointment to arrange your transportation. Please remember that you must give 72-hour notice prior to the scheduled trip/appointment.
- Federated Transportation Services of the Bluegrass (FTSB) can be reached Monday – Friday – 8:00 a.m. – 4:30 p.m. and on Saturday - 8:00 a.m. – 1:00 p.m. Broker scheduling and business functions are closed New Year's Day, Memorial Day, July 4<sup>th</sup>, Labor Day, Thanksgiving Day, and Christmas Day. Urgent Care Transportation can be requested 24/7, including Holidays.
- Have your Medicaid card readily available to you as well as your medical appointment information (such as Date of Appointment, Time of Appointment, and Medical Provider Name and Address) when you call, so that you give the necessary information to your broker over the phone.
- Tell the broker about any special transportation needs you may have (such as a wheelchair lift or a car seat for your child).
- Federated Transportation Services of the Bluegrass (FTSB) will schedule your transportation, advise you of the pick-up time for your appointment, and offer a trip confirmation number to you.
- If you cancel your medical appointment, please call Federated Transportation Services of the Bluegrass (FTSB) at least 24 hours in advance prior to your scheduled trip to cancel transportation.

PLEASE KEEP THIS NOTICE FOR FUTURE REFERENCE WHEN YOU NEED TO SCHEDULE  
NON-EMERGENCY MEDICAL TRANSPORTATION SERVICES.

If you have questions about scheduling non-emergency medical transportation or have complaints about your transportation, call Federated Transportation Services of the Bluegrass (FTSB) at 1-888-848-0989. If your complaint cannot be resolved by Federated Transportation Services of the Bluegrass (FTSB), please call the Kentucky Transportation Cabinet, Human Service Transportation Delivery Branch, at 1-888-941-7433. A Medicaid Specialist will be readily available to assist you.

